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Interpersonal Conflict explains the key dynamics of personal conflicts that we all face. Written for courses such as Communication and Conflict, Interpersonal Conflict, Conflict Management, Conflict and Negotiation, and Conflict in Personal Relationships, this textbook examines the central principles of effective conflict management in a wide variety of contexts--whether at home or on the job. Its combination of up-to-date research and examples gives students a theoretical and practical foundation in conflict management. Instructors and students can now access their course content through the Connect digital learning platform by purchasing either standalone Connect access or a bundle of print and Connect access. McGraw-Hill Connect® is a subscription-based learning service accessible online through your personal computer or tablet. Choose this option if your instructor will require Connect to be used in the course. Your subscription to Connect includes the following:

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Interpersonal Conflict 11e examines the central issues that inform conflict and, in turn, make readers' personal and professional lives challenging and fascinating. With new cases and applications that reflect cultural changes that shape the ways people move through conflict, this new edition invites readers to reflect on, and better understand, conflict as it pertains to the unique vantage points of their lived experience.

After much debate by business professionals, organizational conflict is now considered normal and legitimate; it may even be a positive indicator of effective organizational management. Within certain limits, conflict can be essential to productivity. This book contributes to the investigation of organizational conflict by analyzing its origins, forms, benefits, and consequences. Conflict has benefits: it may lead to solutions to problems, creativity, and innovation. In contrast, little

or no conflict in organizations may lead to stagnation, poor decisions, and ineffectiveness. *Managing Conflict in Organizations* is a vigorous analysis of the rational application of conflict theory in organizations. Conflict is inevitable among humans. It is a natural outcome of human interaction that begins when two or more social entities engage one another while striving to attain their own objectives. Relationships among people or organizations become incompatible or inconsistent when two or more of them desire a similar resource that is in short supply; when they do not share behavioral preferences regarding their joint action; or when they have different attitudes, values, beliefs, and skills. This book examines these root causes of organizational conflict and offers constructive perspectives on its consequences.

COMMUNICATION IN SMALL GROUPS: THEORY, PROCESS, SKILLS expertly balances theory and processes with practical skill development. Drawing on their extensive and varied experience as active researchers, lecturers, and communication consultants, the authors provide students with a clear and comprehensive introduction to the study of small group communication. This well-respected text effectively integrates theory, research, and practice, guiding readers to apply concepts and principles to the process of communication when working as members of a team. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Updated in its 7th edition, *Working Through Conflict* provides an introduction to conflict and conflict management that is firmly grounded in current theory, research, and practice, covering the whole range of conflict settings (interpersonal, group, and organizational). Encompassing a broad spectrum of theoretical perspectives, the text includes an abundance of real life case studies that illustrate key concepts and help students learn how to apply theory. The book's emphasis on application of concepts makes it highly accessible to students, while expanding their understanding of both conflict theory and practical skills. An introduction to social science research and theory on conflict

Family Communication: Cohesion and Change encourages students to think critically about family interaction patterns and to analyze them using a variety of communication theories. Using a framework of family functions, current research, and first-person narratives, this text emphasizes the diversity of today's families in structure, ethnic patterns, gender socialization, and developmental experiences. New for the tenth edition are expanded pedagogical features to improve learning and retention, as well as updates on current theory and research integrated throughout the chapters for timely analysis and discussion. Cases and research featured in each chapter provide examples of concepts and themes, and a companion website offers expanded resources for instructors and students. On the book's companion website, www.routledge.com/cw/galvin, instructors will find a full suite of online resources to help build their courses and engage their students, as well as an author video introducing the new edition: Course Materials Syllabi & Suggested Calendars Course Projects & Paper Examples Essay Assignments Test/Quiz Questions and Answer Keys Case Studies in Family Communication Family Communication Film and Television Examples Family Communication in Literature Examples Chapter Outlines Detailed Outlines Discussion Questions Case Study Questions Sample Chapter Activities Chapter

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Honest and inspiring, *I NEVER KNEW I HAD A CHOICE: EXPLORATIONS IN PERSONAL GROWTH*, 11th Edition, is an invitation to personal learning and growth -- and a roadmap to lasting change. Research-based, yet written in a personal, encouraging tone, the book helps students examine the choices they've made, expand their awareness of the choices available to them, and choose where to go next. Emphasizing the role of personal responsibility and choice in creating a meaningful life, the text explores a wide variety of key topics, including personal style of learning, the effects of childhood and adolescence experiences on current behavior and choices, meeting the challenges of adulthood and autonomy, and many other issues related to personal growth and development. Self-inventories, exercises, activities, and first-person accounts of difficult choices real people have made give students invaluable insight into their lives, beliefs, and attitudes in a personally empowering way. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Personal Conflict Management utilizes a modernized theory/skill approach to interpersonal conflict, placing equal emphasis on the theoretical and practical. Supporting the notion that there is not one correct approach to conflict management, and utilizing the authors' shared experiences as mediators and organizational facilitators, this text demonstrates the value of collaborative models for resolving conflict and the necessity and benefits in understanding competitive approaches. Through the inclusion of both competitive and cooperative theories, the authors present contrasting perspectives of conflict management. Beginning with an introduction to conflict, the text examines the major approaches and theories of conflict management. Following a discussion of the causes and variables which exist within conflicts, the skills necessary for conflict management are analyzed, including listening, the ability to seek information, the importance of understanding personality types and behavior patterns, negotiation, and conflict assessment. The final two sections of the text take the reader beyond the basics, exploring the difficulties encountered in conflict management, the aftermath to a conflict, and conflicts in context, applying the theoretical concepts to everyday situations. Written in an academic yet reader-friendly style, this textbook is enjoyable and thought-provoking for both students and instructors. Case studies, examples, essay suggestions, discussion questions, etc support an interactive environment that optimizes learning opportunities. Instructors will find these features useful in the development of classroom discussions and assignments, while students will benefit from the opportunity to examine their own conflict behavior and enhance their skills in conflict management.

ICOMM: Interpersonal Concepts and Competencies, provides an integrated approach to the study of interpersonal communication. This accessibly written but authoritative text emphasizes the development of communication competencies, including skills, understanding of the theory and research that contextualizes the skills to make them relevant to learning, and the motivation to put the skills into practice. While incorporating many traditional intrapersonal and interpersonal topics found in current texts, the book is distinctive in that it offers a skills-based approach that is

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grounded in solid theory and research. Students will find that the text is written in a personal and friendly manner, stressing concepts, skills, and applications that should be an important part of their daily lives.

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